



Fig. 10A

BX

Name	<input type="text"/>	A
E-mail	<input type="text"/>	
Address	<input type="text"/>	
Phone	<input type="text"/>	
Model	<input type="text"/>	B
Serial No.	<input type="text"/>	
OS	<input type="text"/>	
Driver Version	<input type="text"/>	
Application activated when problem arises	<input type="text"/>	C
Data having problem	<input type="text"/>	
Name of application	<input type="text"/>	
Connection port	<input type="text"/>	
URI	<input type="text"/>	
Result of processing	<input type="text"/>	D'
User's Browsing Record		
<input type="text"/>		

FM